

Child and Family Services Update

October 2006

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Please share your thoughts by sending them to Carol Miller at
CAROLMILLER@utah.gov

Snippets from the Director

By Richard Anderson



Child and Family Services Practice Guidelines: Must more than just...

a list of suggestions. As is common to the position of the director of our division, I get some very interesting and sometimes strange questions posed to me about our work. The latest was this, "Are the division's Practice Guidelines just suggestions or are they required of your staff?" I was tempted to ask, "Why would we invest tremendous effort, time, funding, research, and planning to send out a book load of suggestions, hoping that someone might like our ideas and actually implement a few of them?" My answer was that everything in our Practice Guidelines is expected to be implemented. We have incorporated State and Federal law, Administrative Rules, Practice Model expectations, and protocols into the Guidelines. This contains all of the guides provided for our work. The Guidelines set forth the required behavior of someone who is a true representative of Child and Family Services. They are a protection for both those we serve and those delivering services.

Kim, our excellent administrative secretary, and I did some research into the term "guideline". We discovered the following terms used to define it: "a statement of policy or procedure", "an outline of conduct", "any guide or indication of a course of action", "a statement or other indication of policy or procedure by which to determine a course of action", "a rule or principle that provides guidance to appropriate behavior", "code of conduct", "rule", and "protocol". Now, there may be some that have used a pirate's definition coming from the movie entitled, Pirates of the Caribbean, where the pirate Jack is told that for what he has done there is a pirate rule that he has to walk the plank. His response is that it is not really a rule but a guideline—hinting that a guideline does not have to be followed explicitly. It's clear that Jack was trying to trick his adversaries. I have never seen a pirate using a dictionary and this may be why Jack's approach worked. If there is any question about our Practice Guidelines, don't ask Jack to clarify.

All of us have worked a long time to have the foundations of a true professional organization by having clearly stated principles and explicitly designed practices. The requirement to be part of this professional organization is to align our daily work to those principles and practices. The outcomes for children and families have continually improved over the years that we have unified around our principles and practices. The evidence is abundant in support of that fact. We also have communities with growing trust in our services. When the public gets what we have told them they can expect, trust increases. Jack would have to walk the plank if he was a member of our team. Since we are not of the group that Jack belongs to, we don't ask anyone to walk the plank. We do ask ourselves to walk a pretty straight line of practice. Our Practice Model does allow for flexibility in practice but does not allow for breaking the rules—the Practice Guidelines.



So Much Recognition Coming To You!

I cannot keep up with all the well-deserved recognition that so many of you are receiving in various ways, from public to private awards for your great service. Here are some of the Child and Family Services family members that have received statewide recognition in the past few months.

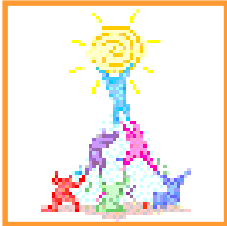
Kobi Marchello, supervisor in the Eastern Region, was given the Department of Human Services Supervisor of the Year Award. Kobi is very dedicated to the mission of Child and Family Services and the Practice Model. She is known for being there for her staff. She was recognized for her ability to individualize her staff when choosing services. She always asks her staff "What do they need?" and any employee at the Child and Family Services' Price office knows to ask Kobi when they have questions about what services are available.

A special recognition goes to one of our Clinical Consultants as she keeps showing up in recognition awards. This is **Ella Loveland**. Ella was recognized most recently as a nominee for the Department's Employee of the Year Award. She was also recognized this past summer as a runner up in the State Employee of the Year Awards. When someone's name keeps finding its way into recognitions, it is surely a demonstration of appreciation from many. Ella is a clinical social worker with many years experience. She currently works in the Salt Lake Valley Region. She is a student of our model and practices its principles effectively. She uses her excellent skills in sign language to the benefit of many of our families and our staff. She is a most talented professional that is dedicated to improving the lives of those she serves. Congratulations, Ella, for being one that has been recognized so often.

The following staff were also nominated in the Department awards:

- Outstanding Nominee for Department of Human Services Executive Director's Award: **Amanda Jensen** - Heber Office.

- Outstanding Nominee's for Department Supervisor of the Year: **Barbara Stubbs**, Spanish Fork Office; **Nancy Dunn**, Ogden Office; **Navina Forsythe**, State Office; **Patricia Graff**, Oquirrh Office; **Shirley Owen**, St. George Office; **Stephanie Stuart**, Ogden Office.



Development

Web-Based Training Coming Soon!

By Jerna Mitchell, New Employee Trainer Manager

In response to the Legislature's modifications of Utah Code 62A-4a-107 (more fondly known as House Bill 21), we are preparing to release our first web-based training developed by Child and Family Services. This web training will cover the 4th and 14th Amendments of the United States Constitution and Supreme Court interpretations of these amendments in relationship to child welfare work. It will also cover family autonomy, removal reasons, and types of removals.

The web training will be provided in five sections, so you can complete it at your convenience between the release date and the December date that regions will designate for completion. Workers can take a section at a time to make training and doing your job easier.

Please direct any feedback on web-based training to me or to Midge Delavan of the Professional Development Team at the state office. We welcome your comments so that we can increase the effectiveness and convenience of web-based training sessions.

Look for this training to come your way in early to mid-November. Completion of this training will give us a jump on meeting the direction of our state legislators.

Professional Competence

Eligibility Page On Our Employee Website

By Linda Moon, Eligibility Specialist

On October 17, 2006, Christmas came a bit early for Child and Family Services eligibility staff. The Revenue Team at the State Office, along with the invaluable help of Carol Miller, unveiled a webpage specifically designed to help meet their needs (<http://hsemployees.utah.gov/dcfs/eligibilityworkers.htm>).



Eligibility work is complex, and the webpage links eligibility workers with key resources to assist them with the determination process. If you have any feedback that you'd like to share with us about this new webpage, please send it to me at LMOON@utah.gov.



Entering Placements In SAFE

By Kathy Tollett, Information Analyst

This is the recommended process for timely entry of placements in SAFE. If you are entering or changing a High Cost/Contracted Placement (also known as a 'D' code placement), contact a regional Contract Monitor for information on office protocol. For all other types of placements, it is suggested that you use the following procedures.


- On the Case List window, highlight the case and click the right mouse button (RMB), highlight Person, and click on Go to Placement.
- Or highlight the case and go to the Menu bar, click on Function, then Go to Placement.
- On the Person or Case window, click on the Out-of-Home tab, then double-click on the current placement.
- The Placement window will open.
- To enter or change the placement, click the New Placement button located in the upper right-hand corner of the Placement window.

- A new placement window will open.

General tab

Complete the following information:

- Reason:
 - Click on the drop down arrow ▼ to display the list of placement change reasons.

- Date:
 - Enter the start date for the new placement. This is the date the new Living Arrangement begins for the child.
- Narrative:
 - Enter the details of why a change in Living Arrangements needs to occur.
- Living Arrangement:
 - Click the drop down arrow ▼ to display the list of Living Arrangements.
 - If the Living Arrangement you need does not appear, contact your Contract Monitor.
- Provider Information:
 - Enter either the name of the foster care provider/agency or the provider ID number. (When the Provider is an agency or organization, you may need to enter Caretaker Information.)
 - When the Provider name is entered, the ID number, address, and telephone number should auto fill. If this does not happen, click the Dir Find button .
 - The Directory window, SAFE Provider tab will open, displaying the Provider Name.
 - Highlight the Provider and click the RMB, then click on Go to Select Provider ID. The Directory window will close and the system will auto fill and display the Provider name, ID number, address, and telephone number on the Placement window.
- Caretaker Information:
 - Family Structure:
 - Click the drop down arrow ▼ to display the list of Family Structures.
 - Select an option. When Married Couple is selected you will be required to enter the name of both parents.
 - Caretaker Name area:
 - You can enter just the Last name or both the Last and First names.
 - If the Safe Person ID does not auto fill, then click the Dir Find button.
 - The Directory window, SAFE Person/Client tab will open, displaying the name you typed in the Caretaker name area.
 - Highlight the Caretaker and click the RMB, then click on Go to Select Caretaker ID. The Directory window will close and the system will auto fill and display the Caretaker name, Person ID number, address, and





telephone number on the Placement window in the Caretaker area.

- If the Caretaker address does not display, double click in the area where the address should display or you can click the RMB and click Edit Address.
 - The Caretaker Address Selection window will open. You can add a new address by clicking the Add Address button or you can highlight an address and click the Select Address button. The highlighted address will display on the Placement window when you click the Close button.
 - Repeat the above steps in the Phone area if no telephone number is displayed.
- When you save this information, SAFE will ask you if the caretaker change constitutes a new placement.
 - Select Yes if the child has new caretakers.
 - Select No if the caretaker information record is being updated.

Details tab

- For the first four questions you are required to select either Yes or No. If you select No, the text box to the left is enabled and a short explanation is required to be entered (two to three lines).
- For the last four questions you are required to enter information, using a short text entry (two or three lines).



Permanency tab

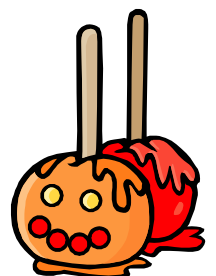
The screenshot shows a software window titled "Placement [Willow, Weeping D - 2002044]". At the top, there are fields for Name, ID, Type, Start Date, and End Date. Below this is a "Status" dropdown menu set to "Draft". The main area has three tabs: "General", "Details", and "Permanency". The "Permanency" tab is selected and contains several sections. The "Kinship" section has a dropdown for "Kinship / Placement Type". The "Adoptive Placement" section includes dates for "Committee Approval", "Adoptive Foster Agreement", "Adoptive Agreement", and "Adoptive Finalization". To the right of these dates are fields for "Adopt. Birth Year" and "Hispanic" status, and a table for "Father" with an "Ethnicity" column. Below this is another section for "Adoptive Family Structure" with a dropdown, and another set of "Adopt. Birth Year" and "Hispanic" fields, and a table for "Mother" with an "Ethnicity" column. The entire window is currently grayed out.

- When the Permanency tab window opens, it is grayed out.
- This tab becomes active when you enter information on the Details tab.
- Information on the Permanency tab relates to the type of Kinship placement, and Guardianship and Adoption placement status.
- Kinship:
 - Click the drop down arrow ▼ to display the list of kinship placement choices.
 - Select the one that most closely describes the type of placement where the child is residing.
- Permanent Foster Care Area:
 - Guardianship date:
 - The date the child's primary goal is changed to Guardianship.
 - Permanent Foster Care date:
 - The date the child's primary goal is changed to Permanent Foster Care.
 - Permanent Foster Care will be replaced with Individualized Permanency in a future release.
- Adoptive Placement area:
 - Committee Approval date:
 - The date when the regional adoption committee approves a foster child's placement in an adoptive home.





- Adoptive/Foster Family Agreement date:
 - The date when the potential adoptive parents sign an agreement indicating that they intend to adopt the child if the child becomes legally free.
- Adoptive Agreement date:
 - The date when the potential adoptive parents sign an agreement indicating that they intend to adopt the legally free child.
- Adoptive Finalization date:
 - The date of the court order finalizing the adoption.
- Adoptive Family Structure:
 - Click the drop down arrow ▼ to display a list of family structures.
 - When a selection is marked in this list, the Adoptive Parent Relationship and corresponding non-identifying information for the adoptive parent(s) becomes enabled.
- Adoptive Parent Relationship:
 - Click in the header "Home Type" to see a multiple-choice list.
 - You must select at least one option but may select as many options as apply.
- Adoptive Father area:
 - Non-identifying information reported to the federal government.
 - Birth Year:
 - Format DDMMYY.
 - Hispanic:
 - Click the drop down arrow ▼ to display the drop-down list.
 - Ethnicity:
 - Click on the header Ethnicity to see a multiple-choice list.
 - You must select at least one option, but may select as many options as apply.
 - Use "Cannot Determine" only if the child is very young or is severely disabled and no person is available to identify the child's race; or if the parent, relative, or guardian is unwilling to identify the child's race.
- Adoptive Mother area:
 - Non-identifying information reported to the federal government.
 - Birth Year:
 - Format DDMMYY.
 - Hispanic:
 - Click the drop down arrow ▼ to display the drop-down list.



○ Ethnicity:

- Click on the header Ethnicity to see a multiple-choice list.
- You must select at least one option, but may select as many options as apply.
- Use “Cannot Determine” only if the child is very young or is severely disabled and no person is available to identify the child’s race; or if the parent, relative, or guardian is unwilling to identify the child’s race.

NOTE: If the new living arrangement requires a payment, SAFE requires the completion of a Purchase Service Authorization (PSA) in order to finalize the placement change. Change the status of the placement to Final, this will open the PSA window; or leave the placement in Draft status and notify the worker responsible for entering PSA’s in SAFE.

Please send any questions, comments about this article to me at KTOLLETT@utah.gov.



***Happy
Halloween!***

